



The Login Screen



Enter your AUID

AUID:

Password:

Enter your
Launchpad
Password

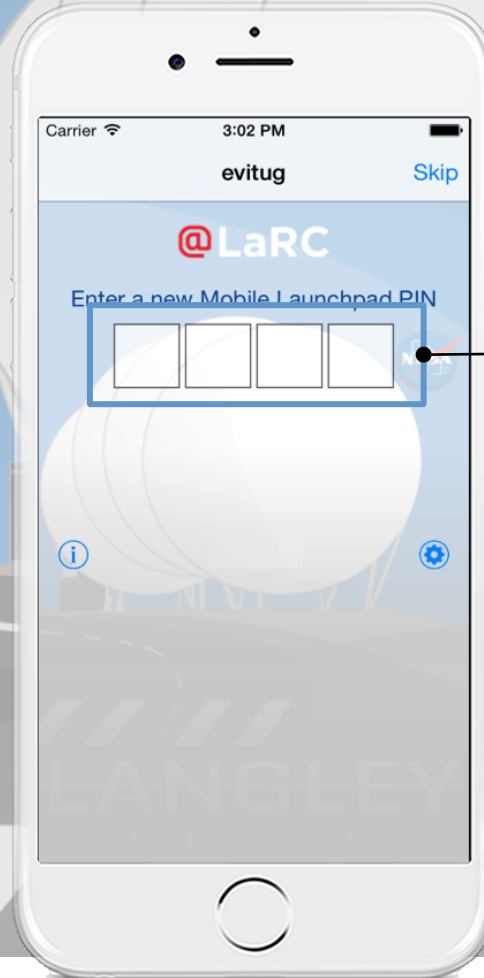
Login

Forgot your [Agency User ID](#) or [Password](#)?



*For troubleshooting and FAQs see pages 12-14

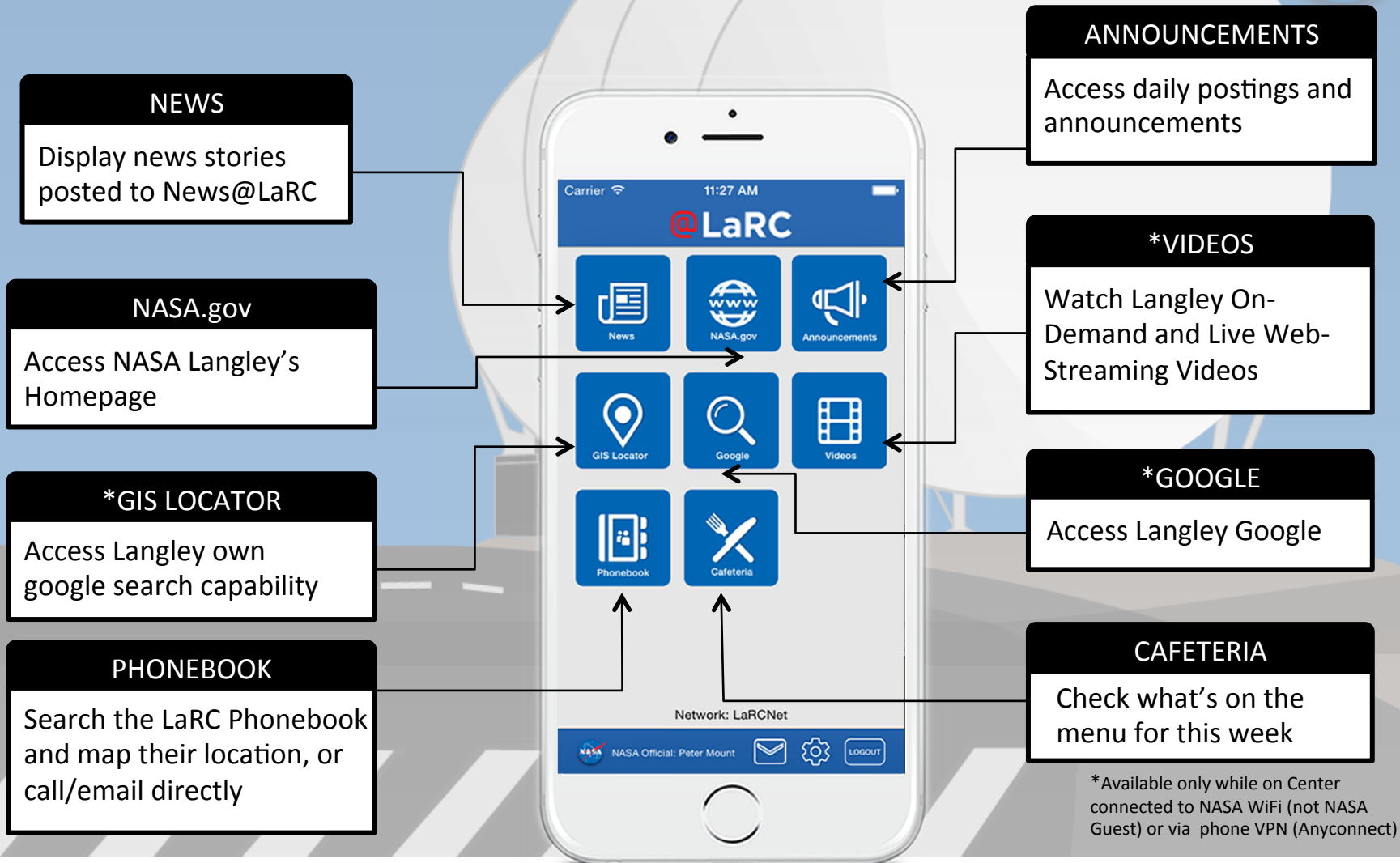
The Login Screen (cont.)



Assign 4 digit PIN* and re-enter on the next screen.

*This pin will be used for future logins to the application for quick access

Main Screen: Functions



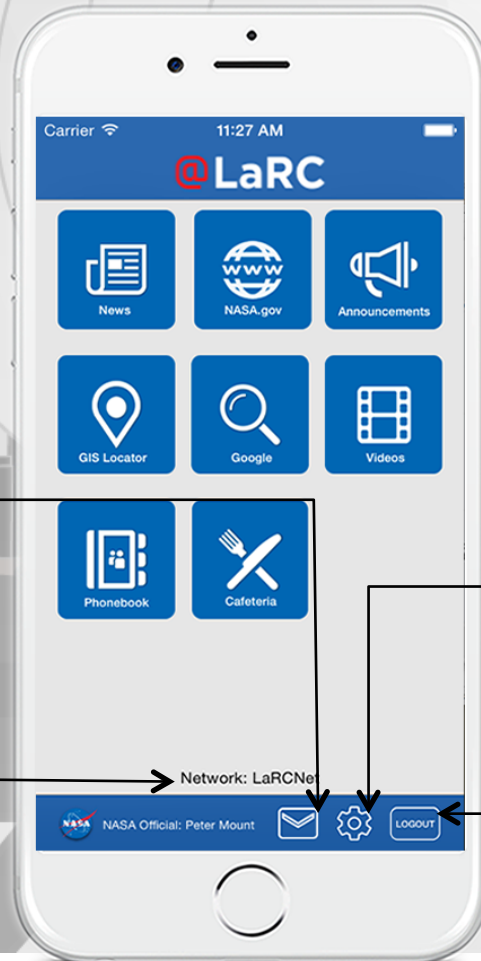
*Available only while on Center connected to NASA WiFi (not NASA Guest) or via phone VPN (Anyconnect)

Main Screen: Configuration



FEEDBACK
Send feedback to technical support

NETWORK INDICATOR
Network sensing. To indicate if connected to LaRCNet, Guest, broadband or external WiFi



APP LOGIN SETTINGS
Settings for login into the App

LOGOUT
Logout from the App

Navigation within Functions



Go Back to the Main Screen



Where to identify the section of the App being used

News

Select to read full entries of stories or posts



Stop or Cancel Loading Process



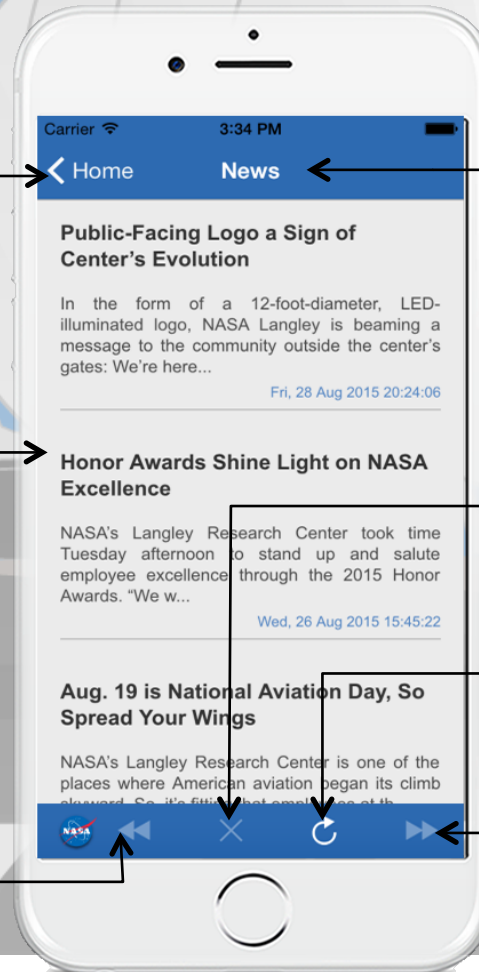
Refresh Content



Content Back Button



Content Forward Button



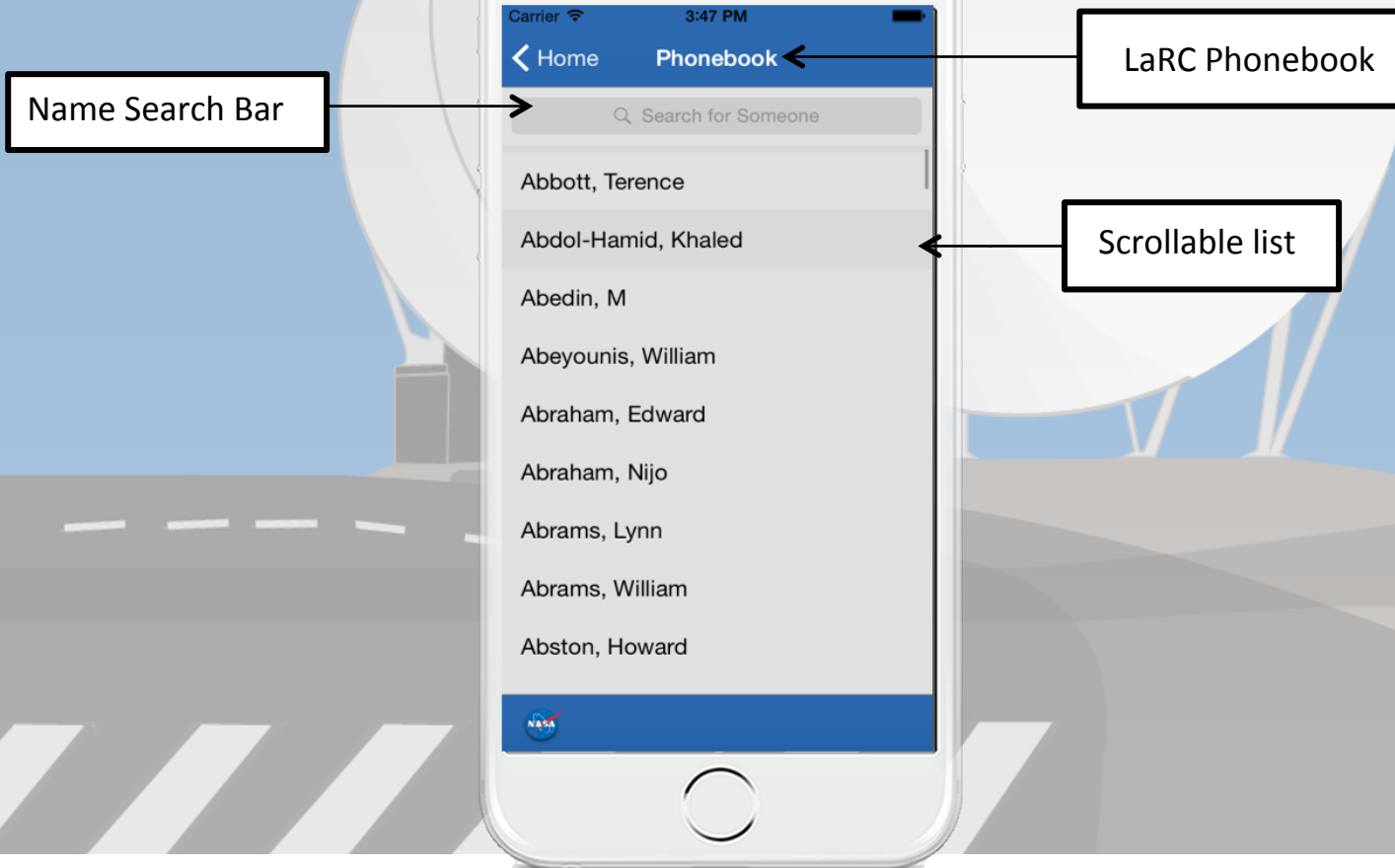
Cafeteria Menu



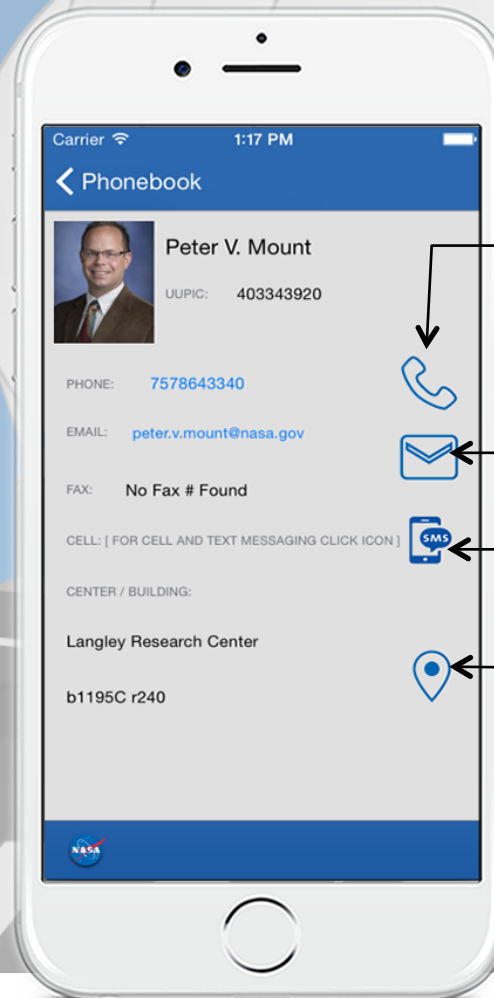
Café Menu List

Scroll down to see the rest of the menu for the week

Phonebook: Search



Phonebook: Person Details



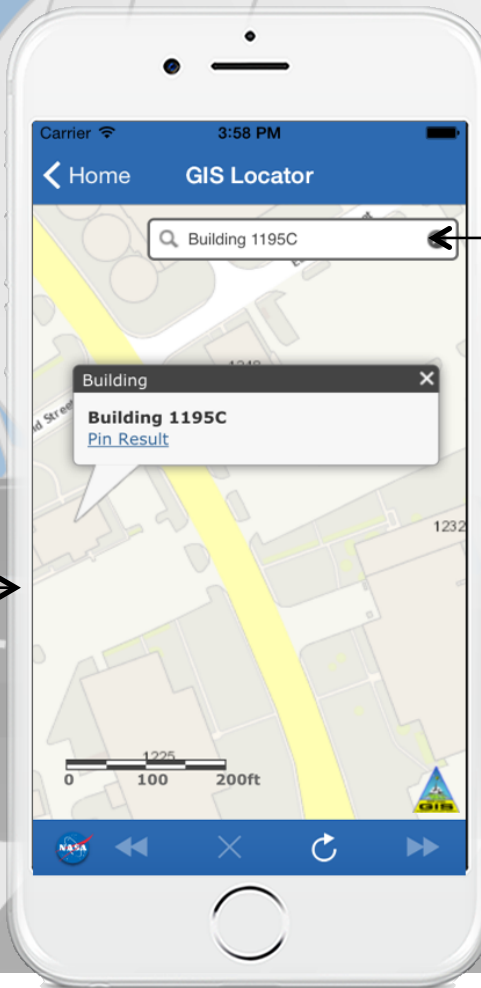
Dial work phone number

Send E-mail

Call Cell and Text Messaging (when available)

Open location in GIS mapping (when available)

GIS Locator*

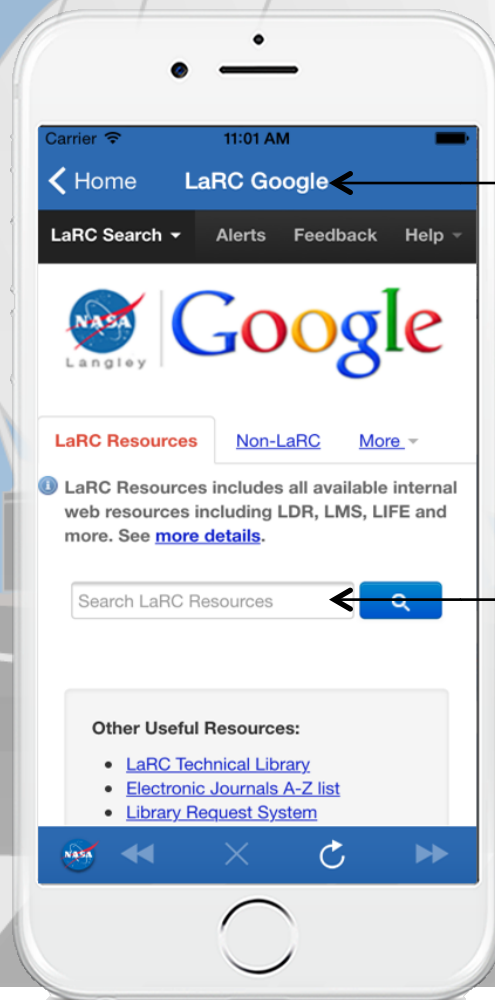


Search locations by entering Building and Room Numbers.

GIS Portal Note:
Turn phone sideways for landscape view to access other base maps (both Hybrid and Aerial views)

*Available only while on Center connected to NASA WiFi (not NASA Guest) or via phone VPN (Anyconnect)

LaRC Google*



Langley Google

Search on Langley Topics or Keywords

*Available only while on Center connected to NASA WiFi (not NASA Guest) or via phone VPN (Anyconnect)

Frequently Asked Questions



Q: App will not open after downloading from NASA Apps website. Error message says: *Untrusted Enterprise Developer (on header) “iPhone Distribution: Check this Corporation” has not been trusted on this iPhone. Until this developer has been trusted, their enterprise apps will not be available for use.*

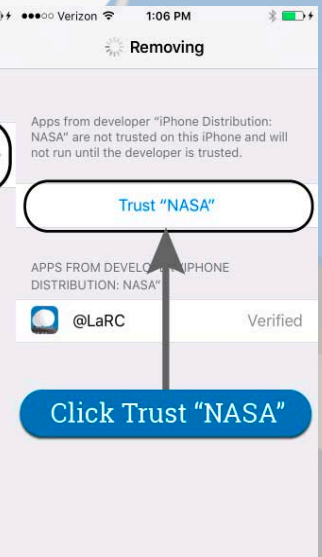
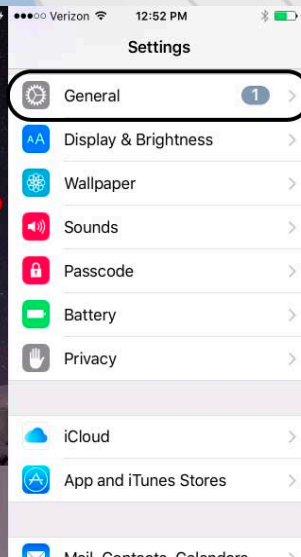
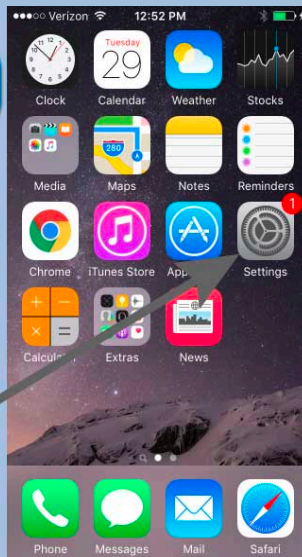
A: To correct please follow this graphical guide

If you get this message after downloading the app, follow these instructions.

Untrusted Enterprise Developer

“iPhone Distribution: NASA” has not been trusted on this iPhone. Until this developer has been trusted, their enterprise apps will not be available for use.

Cancel



Click Trust “NASA”



Frequently Asked Questions Cont'd

Q: App fails to download from NASA Apps or does not open once installed.

A: This is like an issue involving the iOS version that is installed. The @LaRC Mobile App was build using the latest version of iOS and works best with the latest iOS versions of 8.x and 9.x, but does function under iOS 7.x. Being at the latest version of iOS will help with any compatibility issue, so please consider having ACES update your mobile seat to the latest version of iOS, or if you are using your personal mobile device (BYOD), please make sure you update to the latest version.

Q: Not being prompted for a PIN when I start the App.

A: Password retention is already turned off in another CIMA App such as WebTADS. To correct this, go into WebTADS under PREFERENCES and turn "retain PIN" ON.



Frequently Asked Questions Cont'd

Q: Why is Phonebook grayed out?

A: This happens when the phonebook is unable to fully download at startup of the App, and is caused by poor signal strength. This poor Wi-Fi or Cell signal can slow the data transfer significantly. The immediate solution is find a location with a better signal and restart the App.

Q: Why are GIS Locator and Google grayed out?

A: GIS Locator and Google function only if you are within the Center and your device is logged into the NASA network (not NASA-guest), or if you're connected to LaRC's VPN (Anyconnect).

Contact:

- For issues, feedback and technical support:

Larc-dl-atlarc-help@mail.nasa.gov

